



COUNTY OF LAKE
DEPARTMENT OF SOCIAL SERVICES
P.O. Box 9000
15975 Anderson Ranch Parkway
Lower Lake, CA. 95457

Carol J. Huchingson
Social Services Director

DEC 22 2009

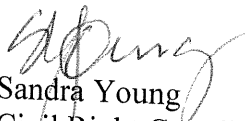
December 15, 2009

Ramon S. Lopez, Chief
Civil Rights Bureau
Human Rights and Community Services Division
744 P Street
Sacramento, CA 95814

Dear Mr. Lopez:

Enclosed is our Corrective Action Plan for the Civil Rights review conducted in October 2008.

Sincerely,


Sandra Young
Civil Right Coordinator
707-995-4298

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CORRECTIVE ACTION PLAN

(In response to State Civil Rights Review, October 21-23, 2008)

COUNTY OF LAKE DEPARTMENT OF SOCIAL SERVICES

1. DISSEMINATION OF INFORMATION

Finding: The Adult Services office did not have the PUB 13 available in large print, audio or Braille.

Correction: Lake County DSS obtained the most recent versions of PUB 13 (in large print, audio and Braille), Pub 86, and Form AD 475B from the CRB website. The materials are now readily available to participants in all programs at all DSS locations, including Adult Services.

Status: Completed

Finding: The Employment Services office (Arbor) did not have the current PUB 86.

Correction: Arbor received two current Pub 86 posters. One poster is located in the lobby where it is visible to the public; the other is located in the hallway for access by employees. Each poster lists Sandra Young as the DSS Civil Rights Coordinator.

Status: Completed

2. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

Anderson Ranch – 15975 Anderson Ranch Parkway, Lower Lake

Parking

Finding: There is no “unauthorized parking” sign at parking lot entrance.

Correction: The DSS Facilities Maintenance (FM) Unit is in the process of installing the “unauthorized parking” sign at the parking lot entrance of the Anderson Ranch facility.

Status: Scheduled for completion by March 1, 2010

Finding: “No Parking” is not painted in the access aisles.

Correction: “No Parking” has been painted in access aisles. Status: Completed

Exterior Entrance

Finding: The force to open the door at the main entrance is 15 lbs.

Correction: DSS FM will reduce the force to 5 lbs. maximum.

Status: Scheduled for completion by March 1, 2010

Public Pay Telephone

Finding: The phone does not have volume control or hearing aid compatibility.

Correction: The Senior Analyst in FM is working with the phone company to acquire a pay phone with volume control and hearing aid compatibility.

Status: Scheduled for completion by March 1, 2010

Water Fountain

Finding: The fountain spout is too high at 38.5 inches.

Correction: DSS FM will move the fountain spout to within 36 inches from the floor.

Status: Scheduled for completion by March 1, 2010

Men's Restroom

Finding: The toilet tissue dispenser is too far from the toilet at 19 inches.

Correction: The FM Unit will move the toilet tissue dispenser to within 12 inches from the edge of the toilet seat, and 19 inches from the floor.

Status: Scheduled for completion by March 1, 2010

Women's Restroom

Finding: The door signage is too low at 56 inches.

Correction: The door signage will be moved so the center line of sign will be 60 inches above the floor.

Status: Scheduled for completion by March 1, 2010

Finding: The force to open the door is 7 lbs.

Correction: In process - Reducing force to 5 lbs. maximum.

Status: Will be completed by March 1, 2010

Finding: The soap dispenser is too high at 44.5 inches and the mirror base is too high at 43.5 inches.

Correction: The soap dispenser will be moved to the maximum height of 40 inches.

Status: Will be completed by March 1, 2010

Finding: The toilet tissue dispenser is too far from the toilet at 16 inches.

Correction: the toilet tissue dispenser will be moved within 12 inches from front edge of toilet seat. Dispenser must also be at least 19 inches from floor.

Status: Will be completed by March 1, 2010

Lobby

Finding: Area in lobby had all Pub 13 brochures displayed on a wall mount.

Correction: Wall mount will be lowered, or Pub 13 brochures will be placed near accessible counter to make brochures accessible to someone in a wheelchair.

Status: Will be completed by March 1, 2010

Location - 926 South Forbes Street, Lakeport

Parking

Finding: No "Unauthorized Parking" sign at parking lot entrance.

Correction: The DSS FM unit is in the process of installing the sign at the parking lot entrance.

Status: Will be completed by March 1, 2010

Finding: Handicapped parking spaces too short at 16 feet.

Correction: The handicapped spaces have been lengthened to 18 ft. long and 9 ft. wide.

Status: Completed

Finding: 'NO PARKING' not painted in access aisles

Correction: 'NO PARKING' has been painted in the access aisles

Status: Completed

Exterior Entrance

- Finding: The handicapped ramp handrail is too short at 33 inches.
- Correction: The handrail has been moved to between 34 and 38 inches.
Status: Completed
- Finding: The force to open door at Main Entrance is 10 lbs.
- Correction: DSS FM staff will reduce the force to 5 lbs maximum.
Status: Will be completed by March 1, 2010
- Finding: The ISA Sign on door is not placed in a visible area.
- Correction: The FM unit will make the ISA sign visible by placing it on the outside of the door.
Status: Will be completed by March 1, 2010

Restroom

- Finding: The Restroom sign is too low at 56 inches.
- Correction: The sign will be moved so that the center line of the sign is 60 inches above the floor.
Status: Will be completed by March 1, 2010
- Finding: Toilet tissue dispenser too far from toilet at 17 inches.
- Correction: The toilet tissue dispenser will be moved to within 12 inches from the front edge of toilet seat and at least 19 inches from floor.
Status: Will be completed by March 1, 2010
- Finding: There is no knee clearance under the sink.
- Correction: The restrooms have been remodeled for better access including a minimum knee clearance of 27" high, 30" wide and 19" deep.
Status: Completed
- Findings: There are two unisex restrooms in the Lobby. First restroom on right has a water heater inside that does not allow adequate turning space for someone in a wheelchair. It is recommended the second restroom on left be designated as accessible as it has adequate turnaround space. If this restroom is designated as accessible it needs to be identified with appropriate ISA sign placed on door as well as on the wall.

Correction: The hot water heater was removed, and the restrooms were remodeled to comply with needs for accessibility.
Status: Completed

Finding: The ISA sign at the main entrance was not placed in a visible area on the door. Sign was on the inside of the door, but since doors are tinted the sign was not clearly visible. It is recommended the sign be placed outside on the door in a clearly visible area.

Correction: The FM unit has scheduled the placement of the sign on the outside of the door.
Status: Will be completed by March 1, 2010

Arbor – 9055 Highway 53, Lower Lake

Parking

Findings: There is no “Unauthorized Parking” sign at entrance to off-street accessible parking

Correction: The required sign shall be posted in a conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign shall be 17” by 22” minimum with lettering 1” minimum high.

Correction: A vendor has been located for purchase of this sign; it will be ordered and installed.
Status: Will be completed by March 1, 2010

Finding: No accessible parking

Correction: Each parking space for persons with disabilities now has a reflective sign of accessibility permanently posted adjacent to and visible from each space on the building wall. Each sign is posted at a height of 36” min from the bottom of the sign to the sidewalk or finished grade.
Status: Completed

Finding: No van accessible parking

Correction: One of the two accessible parking spaces, is now designated as “Van accessible”
Status: Completed

- Finding: No freestanding or wall mounted sign
- Correction: The sign has been mounted on the wall at the interior end of the parking space at 36" min. above the sidewalk and below the signage of accessibility.
Status: Completed
- Finding: The words "NO PARKING" are not painted in access aisle
- Correction: Arbor has requested bids for striping the accessible space, and the "Van-accessible" parking space, to include "NO PARKING" painted on the ground in each 5' or 8' loading and unloading access aisle.
Status: This will be completed within the next month (by February 1, 2010) as the weather allows.

Exterior entrance

- Finding: No International symbol of Accessibility (ISA) at building's main entrance
- Correction: The International Symbol of Accessibility is now located at entrance #1 and #2 indicating the direction along or to accessible features.
Status: Completed
- Finding: Force to open door at main entrance excessive at 14 lbs.
- Correction: The force to open the door at entrance #1 and entrance #2 has been lowered to 5 pounds maximum by replacing the top adjustment arm & replacing door closers. This work was completed by Lakeport Glass and Door.
Status: Completed

Restrooms

- Finding: Men's – No accessible signage on the door adjacent to latch side of door
- Correction: Men's accessible signage is on order and will be mounted on the door adjacent to the latch side of the door, 60" above the floor.
Status: will be mounted in compliance as soon as they arrive:
- Finding: Women's – No accessible signage on the door adjacent to the latch side of door

- Correction: Women's accessible signage to be mounted on the door adjacent to latch side of door 60" above the floor.
Status: Signs are on order from "mydoorsign.com" and will be mounted in compliance as soon as they arrive.
- Finding: The unisex restroom on TANF?CalWORKS Entrance #2 had no accessible signage on the wall adjacent to the latch side of the door.
- Correction: Unisex accessible signage will be mounted on the wall adjacent to the latch side of door.
Status: Scheduled for completion March 1, 2009.
- Finding: The toilet protector dispenser and the paper towel dispenser were not readily accessible.
- Correction: The toilet protector dispenser and the paper towel dispenser were relocated to a maximum height of 40".
Status: Completed
- Finding: Toilet tissue dispenser is too far from front edge of toilet seat at 17 inches
- Correction: The toilet tissue dispensers were relocated to within 12" of the front edge of toilet seat.
Status: Completed

Lower Lake – 16170 C Main Street, Lower Lake

Exterior Entrance

- Finding: No ISA sign at Main Entrance
- Correction: The ISA sign will be installed
Status: Will be installed by March 1, 2010
- Finding: Force to open door at Main Entrance = 12 lbs.
- Correction: Force will be reduced to 5 lbs. maximum
Status: Force will be reduced by March 1, 2010

3. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

- Findings: None
- Corrections: N/A

4. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Findings: When applicants/recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in the case record that the applicants/recipients were so informed. Div. 21-116.23

When a minor (under 18 years of age) is used as an interpreter, the CWD shall so document the circumstances requiring temporary use of minors in the case record. Div. 21-116.22

Only under extenuating circumstances or at the specific request of the applicant/recipient shall the CWD allow a minor (under the age of 18 years) to temporarily act as an interpreter. Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented. Div. 21-116.24

Each agency shall ensure that case record identification shows the applicants/recipient's ethnic origin and primary language. Div. 21-201.21

Document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter. Div. 21-116.22.

Correction: Special training was provided to Arbor staff on these mandates, and a copy of the regulations was distributed to each of the staff.
Status: Completed

Finding: The Employment Services offices does not use and was not aware of the "Primary Language Accommodation" form, LAK 1220. It is recommended that staff be reminded of the forms available and the need to document if bilingual services were requested and provided in the clients primary language.

Correction: The Dept. of Social Services provided Arbor with copies of the LAK 1220. Arbor created a file for the LAK 1220 copies which can be accessed by all Arbor staff, and Arbor management completed training with the staff on use of the document.
Status: Completed

5. STAFF DEVELOPMENT AND TRAINING

Finding: Lake County shall ensure that employees receive Division 21 civil rights training at the time of orientation, as well as ongoing training to ensure that public contact staff has knowledge of Division 21, including familiarization with the discrimination complaint process.

Correction: All new employees receive civil rights training at the time of orientation. The DSS Training Coordinator is developing ongoing training to ensure that public contact staff has knowledge of Division 21, including familiarization with the discrimination complaint process.

Status: Will be completed by March 1, 2010

Finding: Multi-Ethnic Placement Act (MEPA) training has not been provided to County Social Workers (CSW).

Correction: Initial Training – Current Staff

All current Social Workers will receive initial training on the provisions of MEPA and discussion of how those provisions apply in individual situations to ensure that workers understand and implement the law properly. This training will also include practice issues that increase the competency of staff to make individualized assessments of children's needs.

The initial training will be provided to staff at an upcoming Division Meeting. This training will be provided during the first quarter of 2010. Any Social Workers who were unable to attend the training presented at the Division Meeting will be scheduled for a make-up training session. A list of staff members who have received the initial MEPA training will be made available to the CDSS Civil Rights Bureau upon request.

Initial Training – New Staff

All new Social Workers will receive the initial training described above as part of their orientation.

Ongoing Training

Ongoing training, as needed, will be provided by the County not only to ensure that MEPA is followed but also to ensure that misunderstandings about what MEPA requires do not interfere with fulfilling the best interests of children.

Case Staffing

Social Workers will also meet with supervision on a case-by-case basis to review actual cases in order to improve the worker's ability to distinguish between general or untested assumptions about children's needs and specific, distinctive needs related to race or ethnicity. It is the intent of these meetings to illustrate the difference between having a need related to race and ethnicity and requiring a same race/ethnic placement to address that need. Even children who have documented racial or ethnically related needs may have those needs met in a transracial as well as in a same-race placement.

Status: Completed, but training is ongoing

6. DISCRIMINATION COMPLAINT PROCEDURES

Findings: None
Correction: N/A